

Kenneth Liang

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[LinkedIn](#)

[Github](#)

[Portfolio](#)

San Francisco, CA

SKILLS

JavaScript, React, Redux, HTML, CSS, Ruby, Ruby on Rails, Mongoose, MongoDB, Node.js, Express.js, SQL, SQLite3, PostgreSQL, Webpack, jQuery, Git, Heroku, Tableau, JIRA

PROJECTS

Seat Check (React.js, Redux.js, JavaScript, PostgreSQL, Ruby on Rails)

[Live Site](#) | [Github](#)

A full-stack web application with an OpenTable inspired UX/UI, where users can reserve seatings at their local restaurant.

- Utilized Redux lifecycle methods, AJAX calls, and RESTFUL API to create reservations, leave reviews, and add restaurants to a user's favorites list
- Integrated Google Maps API to enrich destination information and provide users with an intuitive and responsive design
- Implemented interactive search and filtering system (price, location, cuisine, etc.) using redux to dynamically refine fetched results, which eliminated the need for additional asynchronous calls
- Handled media storage by leveraging AWS S3 to improve scalability and file compression
- Combined React state with PostgreSQL database using JBuilder to limit any unnecessary queries to the database
- Customized a modal component that toggles hidden signup and login forms on demand to enhance user experience

FitBook - Front-end Lead (MongoDB, Express, ReactJS, NodeJS)

[Live Site](#) | [Github](#)

Fitness tracking web application that allows users to create, track, and share custom workouts

- Designed responsive Front-end UI for smooth user experience
- Implemented CRUD cycle for user plans using MongoDB.
- Improved user functionality by incorporating an easy to use dynamic calendar
- Implemented user authentication using Mongo, Node, Express by utilizing Json Web Token (JWT)
- Examined front-end libraries for the team to adopt into the web app
- Effectively led communications and meetings remotely with teammates during COVID-19 induced quarantine

WorldWide Pen (JavaScript, HTML5, CSS3)

[Live Site](#) | [Github](#)

An JS incremental game where you start out as a simple pen salesman but unfolds into a dark path on reality

- Incorporated the use of localStorage to save user's data in the browser and persist even when the window is closed.
- Engineered unfolding layers of gaming complexity of game state changes that rely on Object Oriented Programming
- Generated elements of automation that allows the game to be played even with less user actions
- Authored algorithms to generate subsequent cost for upgrades to strike a balance between predictability and scalability

EXPERIENCE

Senior Credit Operations Analyst (SQL, Excel, Tableau)

LendingClub, Nov 2018 - Dec 2020

- Launched forecasting model that prevents \$18 million in loss from lending exploitations each year which was adopted into automated practices
- Coordinated relationship with third-party agency to cross-reference data focused on reducing the probability of default that resulted in saving the company \$48 million from delinquency
- Produced 5,000 additional listings each year using bank transactional data to identify overlooked additional income and automate second offers to eligible customers
- Supervised and trained 50 credit agents and 4 operation teams in one month which accelerated the expansion of the new company office location
- Developed and implemented operation strategies that involved assessing risk and improving company opportunities
- Utilized analytical tools to mine loan performance data and identify areas of refinement and conduct root cause analysis to recommend mitigation tactics
- Partnered cross-functionally with technology teams to support and ensure strategies were executed as designed
- Crafted dashboards and visualization to track KPIs and metrics; summarize and presented analysis to management
- Supported ad-hoc request to provide business partners insight into health of business and products

Credit Analyst (Cisco Management, Excel, Confluence)

LendingClub, July 2017 - Nov 2018

- Team subject matter expert; mentored and trained new hires on advanced credit skills and procedures
- Issued \$74.85 million loan revenue in first 12 months (7,864 total decisions - 2nd highest in the company history)
- Averaged 98% Quality Assurance score and maintained top 10 ranking month over month

- Led Member Support Market Place Project that lowered call abandoning rates by 15% which drastically improved customer satisfaction
- Thoroughly analyzed loan data and assessed risk based upon compliance with underwriting guidelines and sufficiency of data and documentation
- Identified ways to improve underwriting and operations which included drafting new procedures for optimization
- Evaluated historical cash flow and data to project future cash flow

TripShot Technician

Google, Mar 2017 - July 2017

- Responsible for troubleshooting, migrating, and updating software on Android devices
- Prepared accurate documentation and communication to facilitate elimination of issues and to create efficient fixes
- Headed all applicable hardware & software inventory
- Monitored system logs and dashboards for bugs and took appropriate action for corrections

Customer Service Representative

Google, Feb 2016 - July 2017

- Oversaw the commuter shuttle service while providing exceptional customer service, meeting the established expectations and responding to employee transportation request
- Communicated with the Dispatch team on a regular basis regarding changes and local activities
- Responsible for training and development of new hires

EDUCATION

App Academy - Immersive software development course with focus on full stack web development (Summer 2020)

San Jose State University - *BS - Business Analytics* (Winter 2016)